



CITY OF NEW ORLEANS
Quality of Life STAT

Reporting Period: October 2016

www.nola.gov/opa



QualityOfLifeSTAT November 17, 2016

Action Items

Assigned	Responsible	Action Item	Notes
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none">▪ Citations are being issued to parties that can be identified.
4/21/2016	E. Melancon M. Jernigan	Further streamline process for resolving abandoned vehicle complaints.	<ul style="list-style-type: none">▪ Process in place under which DPW works with local NOPD district to provide security as resources come available.▪ RFP closing at the end of October will allow for streamlined process that encompasses both sellable and junk vehicles.▪ DPW is training tow truck operators.



311



Responsible Organization:
311

Data Source:
311 performance reporting

311 dashboard

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	100%	72%	36%	93%	89%	34%	55%	33%	59%	29%	33%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	N	N	N	Y	Y	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	62.1	1.1	8.8	0.3	0.3	6.9	0.7	0.7	0.8	0.0

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	82.00%	100.00%	100.00%	100.00%	82.00%	82.00%	100.00%	100.00%	82.00%	100.00%
90d Average	100.00%	94.00%	100.00%	100.00%	100.00%	94.00%	94.00%	89.00%	100.00%	88.00%	100.00%
DAR 1yr Average	100.00%	97.00%	100.00%	99.00%	100.00%	98.00%	98.00%	95.00%	100.00%	93.00%	100.00%



PUBLIC WORKS

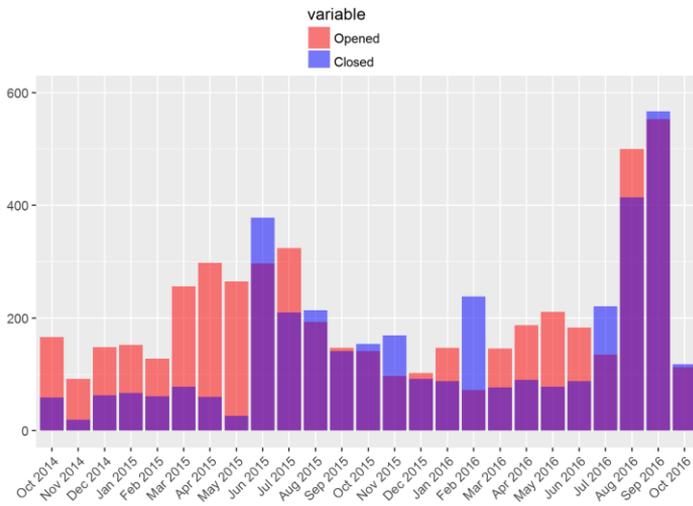


Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Completed road surface repairs were ahead of new requests for the fourth month during 2016



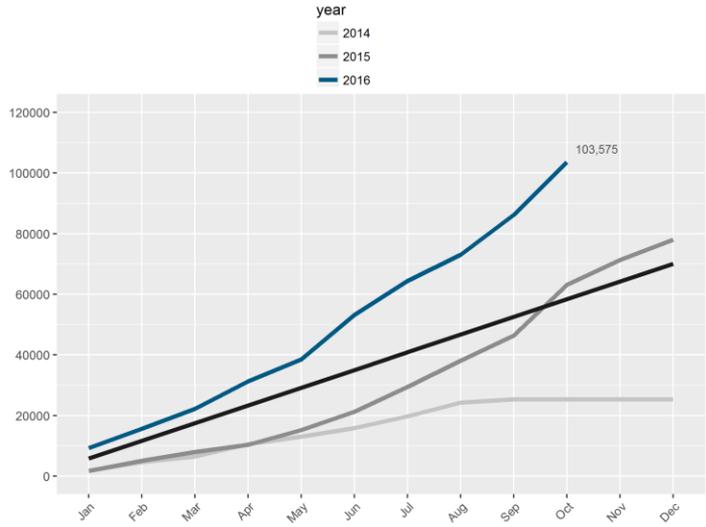
Responsible Organization:
Department of Public Works (DPW)

Data Source:
DPW maintenance reports

Related Strategy:
Maintain and improve road surface infrastructure

Note:
Beginning in November 2015, prior month values have been revised based on DPW end-of-month reports. End-of-month figures reported by DPW may not correspond to prior monthly totals, which were calculated independently by OPA using weekly maintenance reports.

In October DPW reached the 100,000 mark for pothole repairs completed



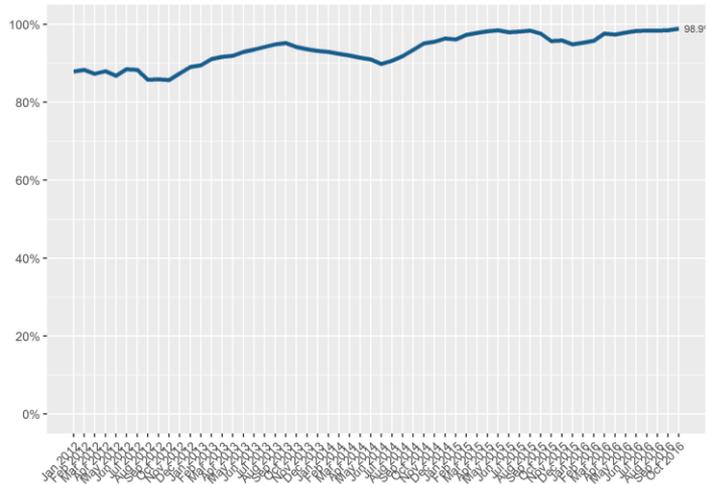
Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

Note:
Excludes outages for Energys-owned lights, which typically hovers around 100.

Based on October data, almost 99 percent of streetlights were functioning



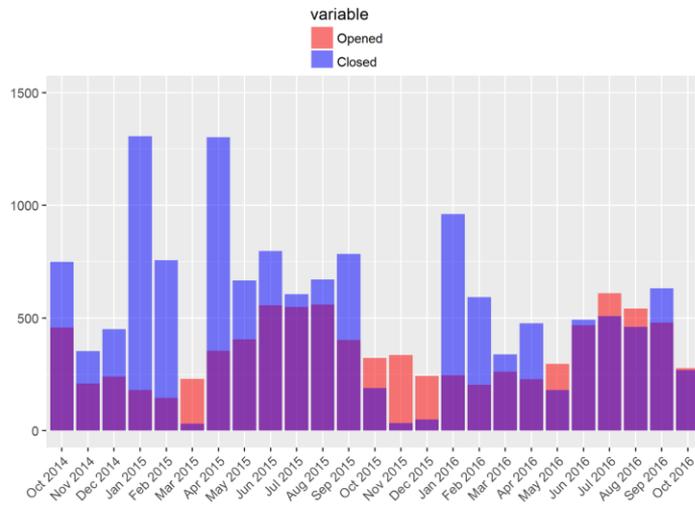
Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number of
closed and opened cases.

Streetlight requests initiated were just ahead of repairs completed during October



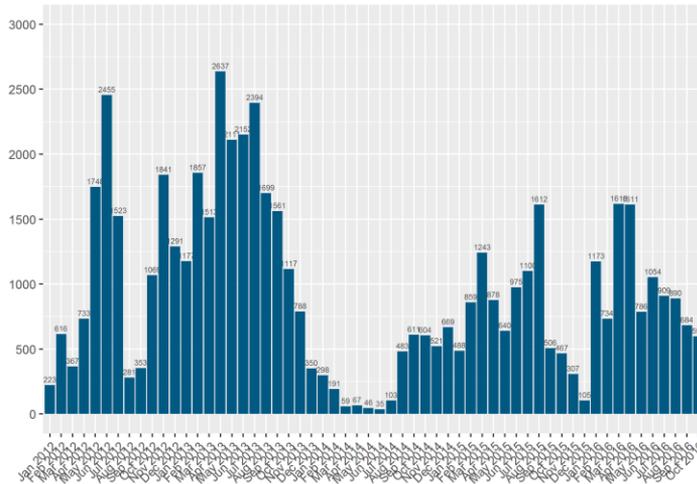
Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

Note:
Excludes outages for Entergy-owned lights, which typically hovers around 100.

DPW has already restored more than 10,000 outages in 2016

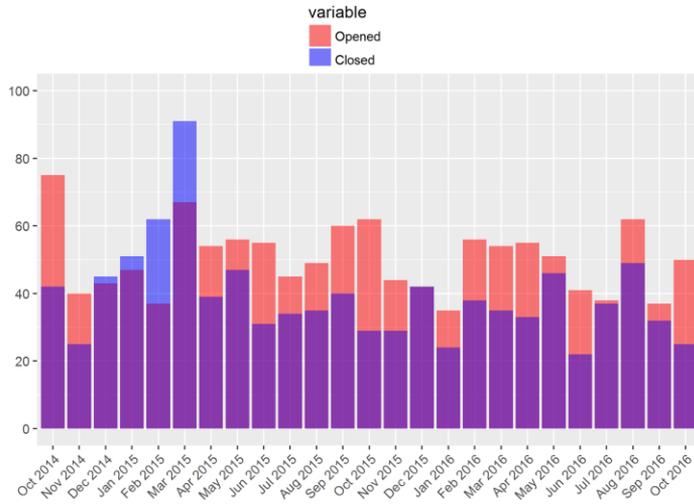


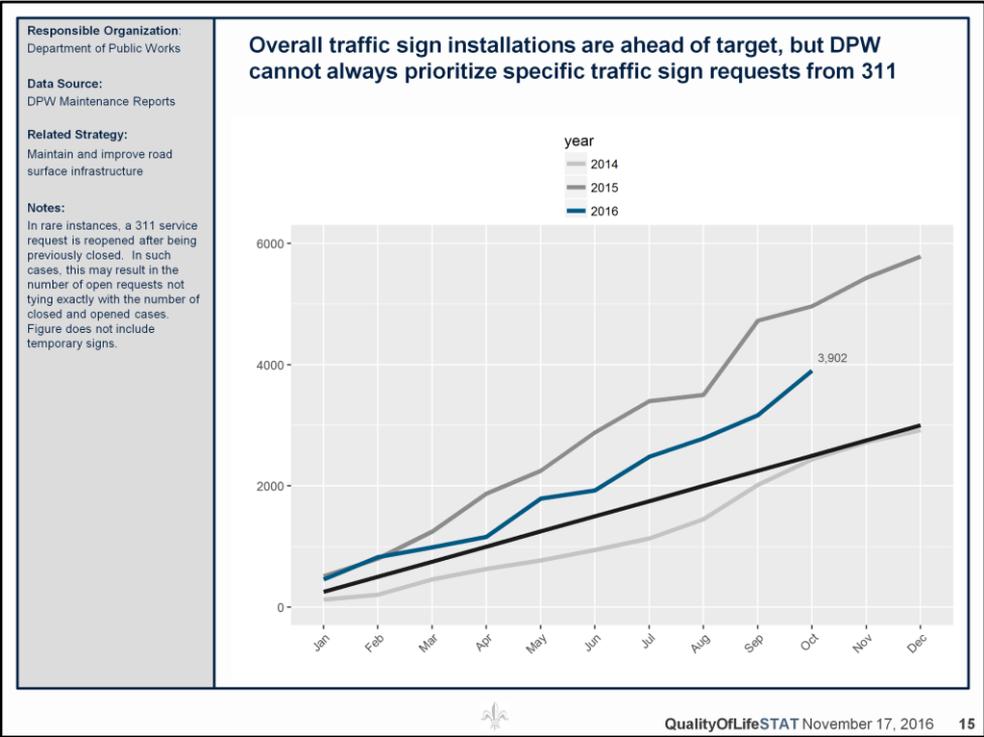
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
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cases, this may result in the
number of open requests not
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closed and opened cases.

50 new traffic sign requests were initiated during October





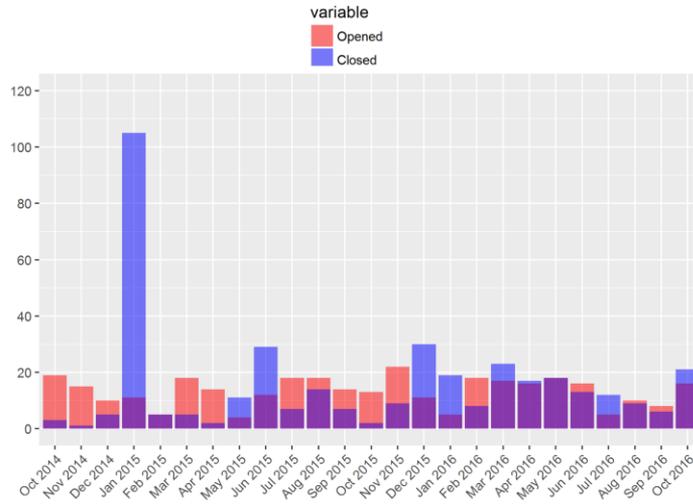
2015 traffic sign installations were boosted by citywide sign replacement program.

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number of
closed and opened cases.

DPW installed more than 20 street name signs during October, pushing the backlog to fewer than 50 requests



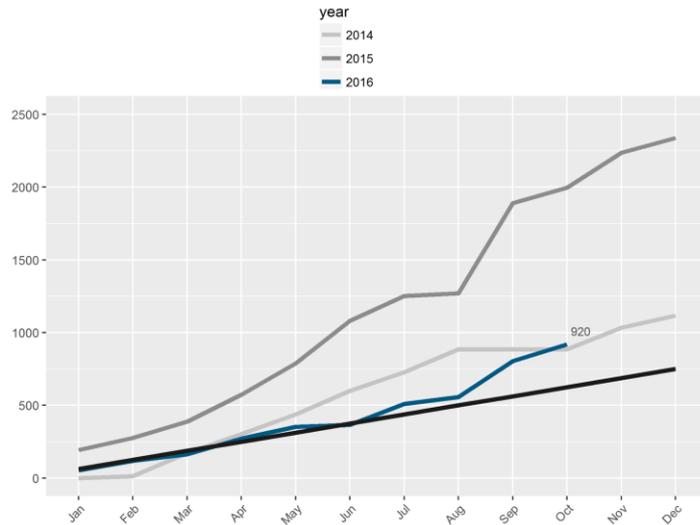
Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number of
closed and opened cases.

DPW has passed the year-end goal for total street name sign installations, but a small backlog of 311 requests remains open

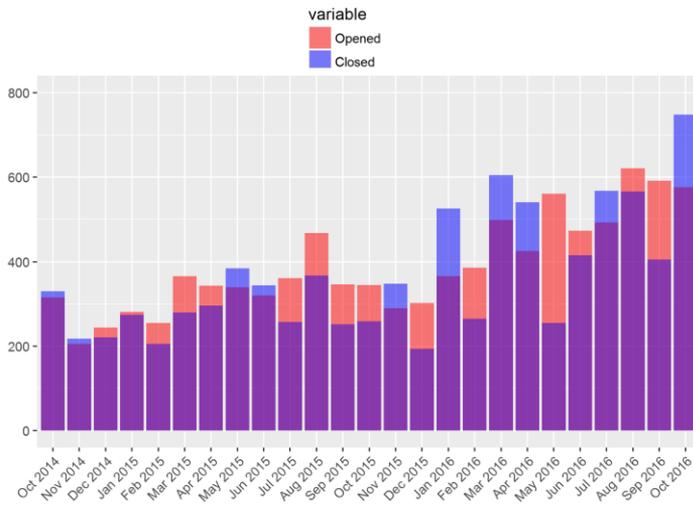


Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

October showed significant progress toward addressing the abandoned vehicle request backlog

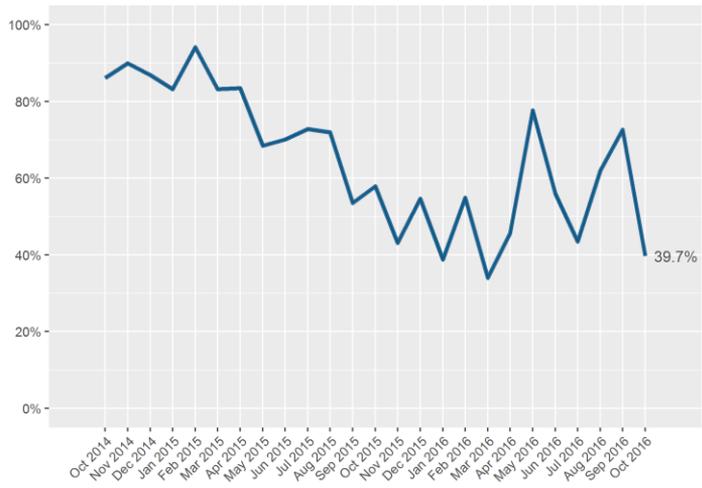


Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Timeliness to close new abandoned vehicle requests fell off sharply, but DPW did resolve a large number of older cases



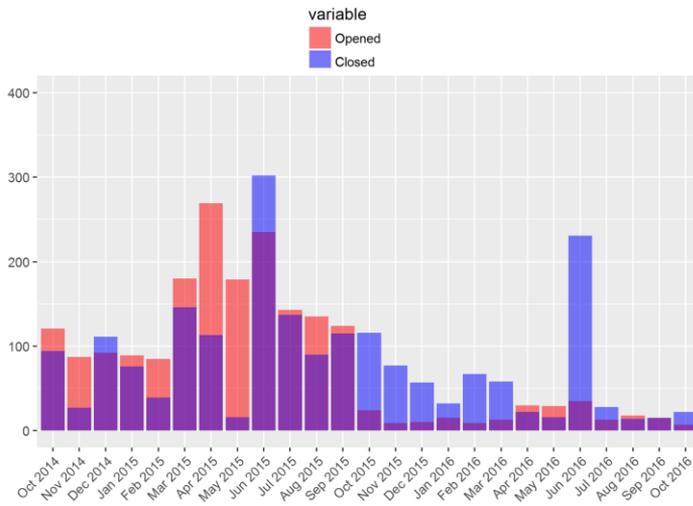
Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Note:
January and February data was
adjusted in March to reflect
catch basin data not previously
included in data reports.

DPW kept pace with new street flooding requests during October, but a 3,000+ call backlog persists



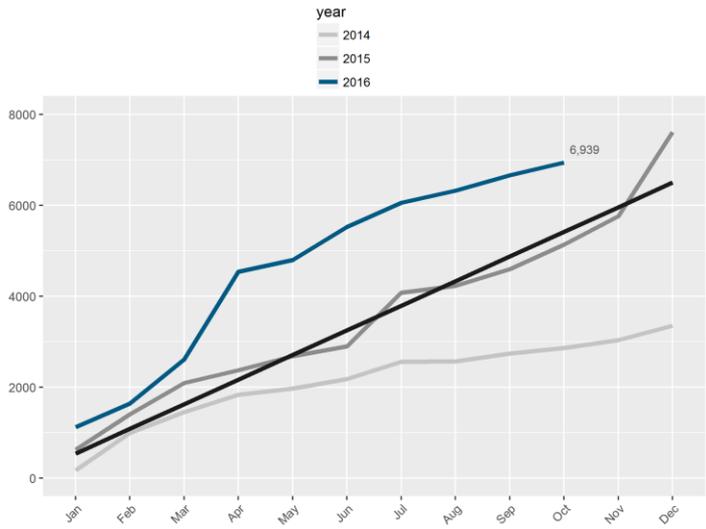
Responsible Organization:
Department of Public Works

Data Source:
DPW maintenance reports

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

Note:
Beginning in November 2015, prior month values have been revised based on DPW end-of-month reports. End-of-month figures reported by DPW may not correspond to prior monthly totals, which were calculated independently by OPA using weekly maintenance reports.

With crews in each Council district, catch basin cleanings have been ahead of historic levels during every month of 2016



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	103,575	58,333	70,000
Streetlights functioning (%)	98.9	92	92
Streetlight outages restored	10,056	5,833	7,000
Permanent traffic signs installed	3,902	2,500	3,000
Street name signs installed	920	625	750
Abandoned vehicle requests closed within 30 days (%)	49.5	80	80
Catch basins cleaned	6,939	5,417	6,500
Catch basins cleaned (%)	10.2	NA	NA



SEWERAGE AND WATER BOARD



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

SWB customer service indicators

	Goal	Goal Met	Within Control Limits	Trend
Billing Accuracy / Reasonable	Meters Read	Red	Red	Red
	Estimated Bills	Red	Green	Red
	High Bill Complaints	Green	Green	Green
	Adjusted Bills	Green	Green	Green
		Grey	Grey	Grey
Problem Resolution	Customer Contacts	Red	Red	Red
	Call Wait Time Answered	Red	Red	Red
	Call Wait Time Abandoned	Red	Red	Red
	Abandoned Calls	Red	Red	Red
	Emergency Abandoned Calls	Red	Red	Red
	Low Water Pressure	Green	Green	Green
	Water System Leaks	Red	Green	Red
	Sewer System Leaks	Green	Green	Green
		Grey	Grey	Grey
Collections Effectiveness	Accounts Off for Non-Payment	Grey	Red	Green
	Receivables 30 to 120 Days Old	Grey	Green	Green
	Receivables 120 Days and Older	Grey	Green	Green

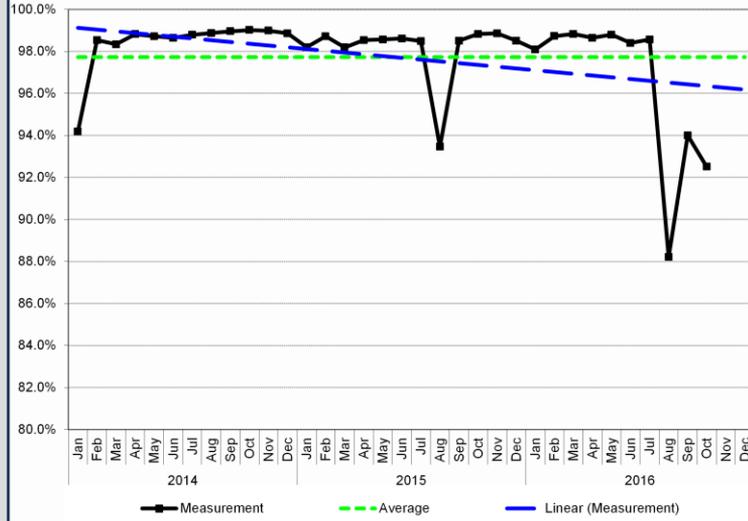


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Meters read as a percentage of total meters

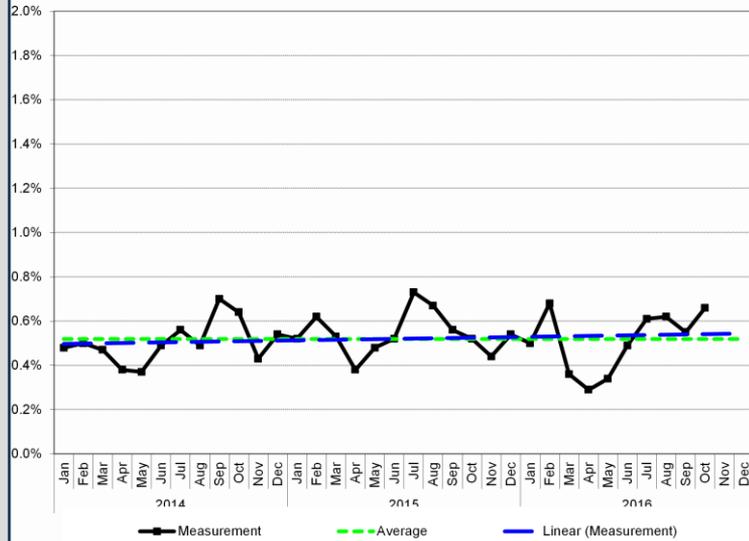


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Investigations from high bill complaints as a percentage of total bills

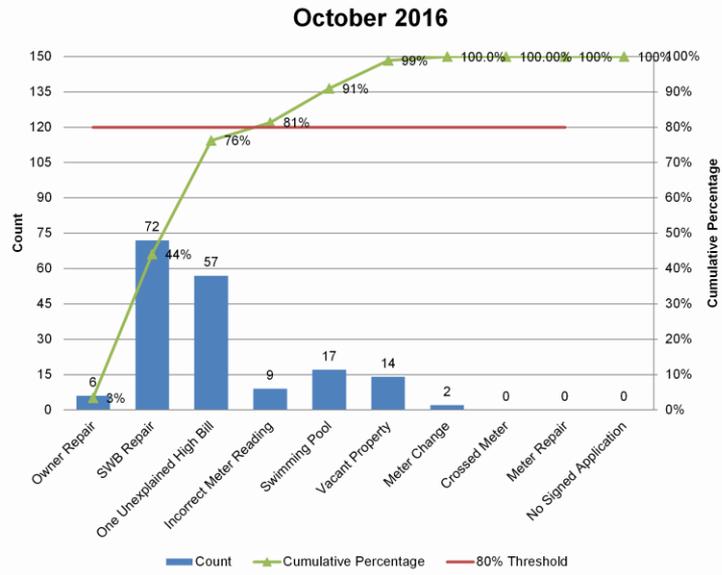


Responsible Organization:
Sewerage and Water Board of
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Data Source:
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Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Reasons for adjustments

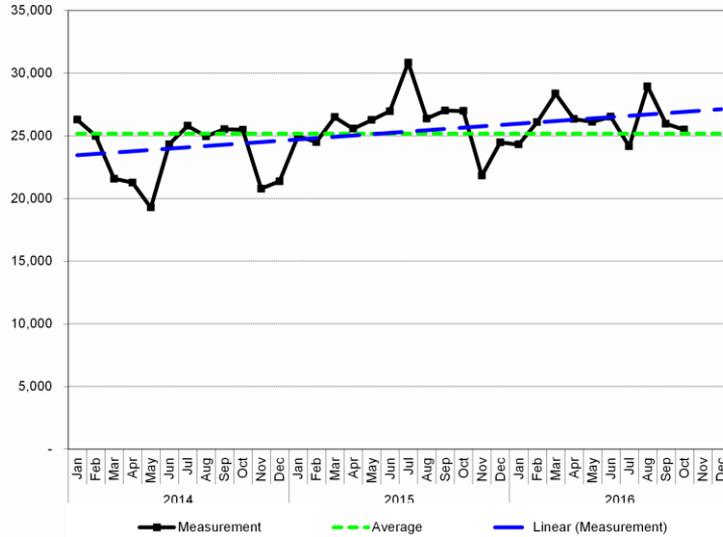


Responsible Organization:
Sewerage and Water Board of
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Data Source:
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New Orleans

Related Strategy:
Optimize the City's subsurface
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Total inbound customer contacts

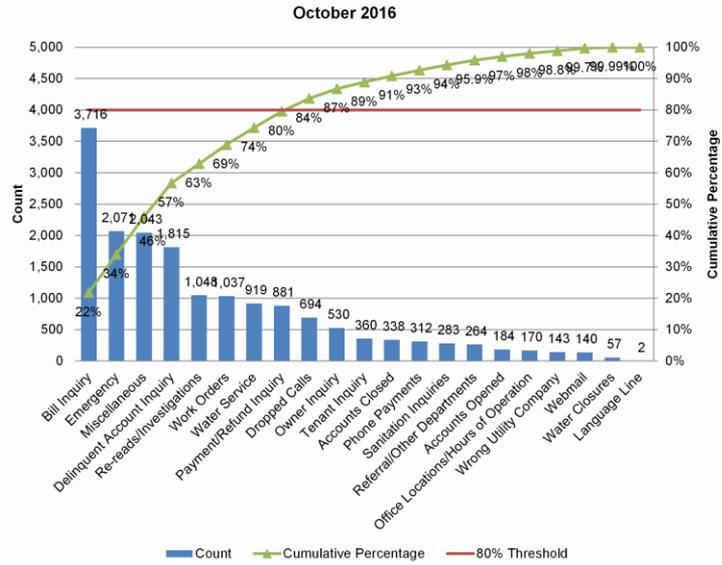


Responsible Organization:
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Data Source:
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Related Strategy:
Optimize the City's subsurface
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Types of customer calls

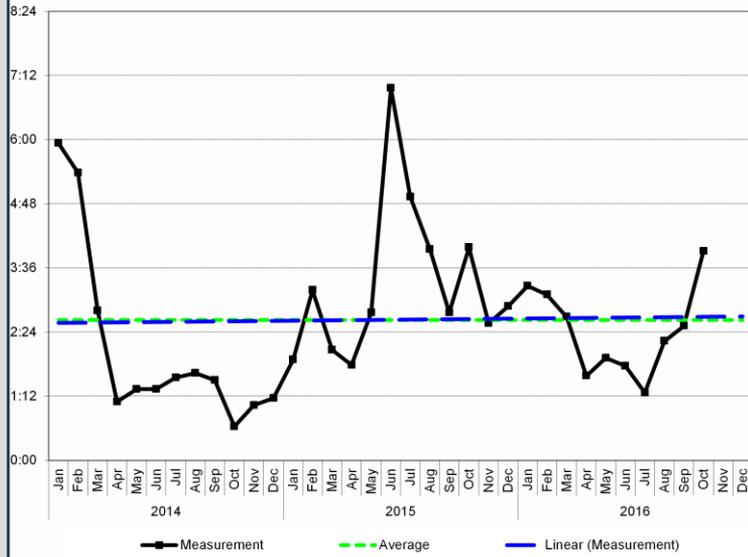


Responsible Organization:
Sewerage and Water Board of
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Data Source:
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New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
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Average call wait time (calls answered)

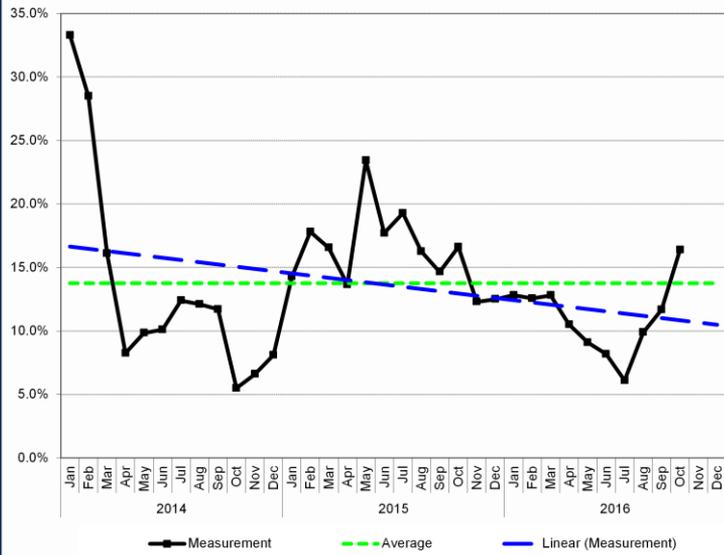


Responsible Organization:
Sewerage and Water Board of
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Data Source:
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Calls abandoned

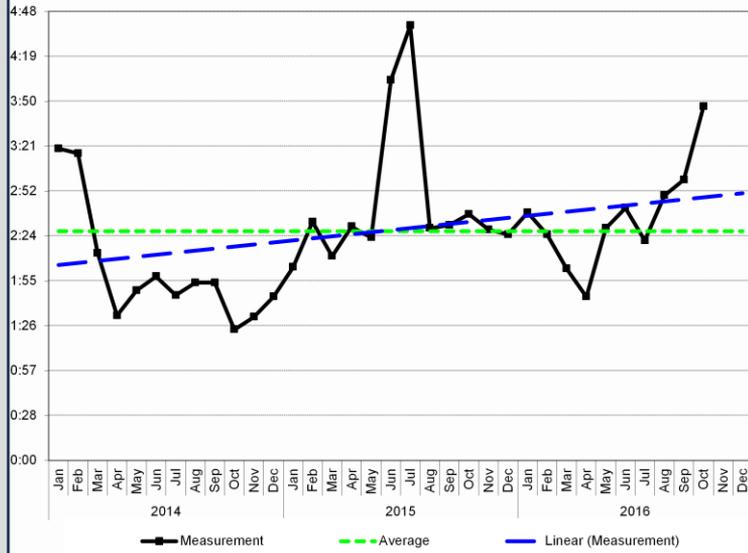


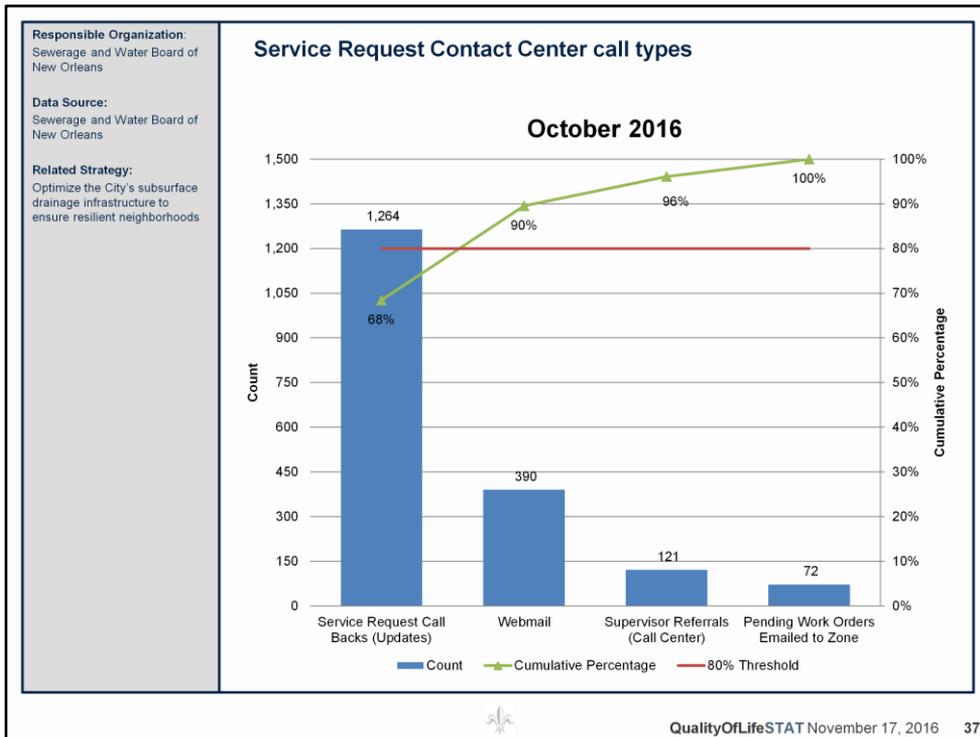
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Related Strategy:
Optimize the City's subsurface
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Average call wait time (calls abandoned)





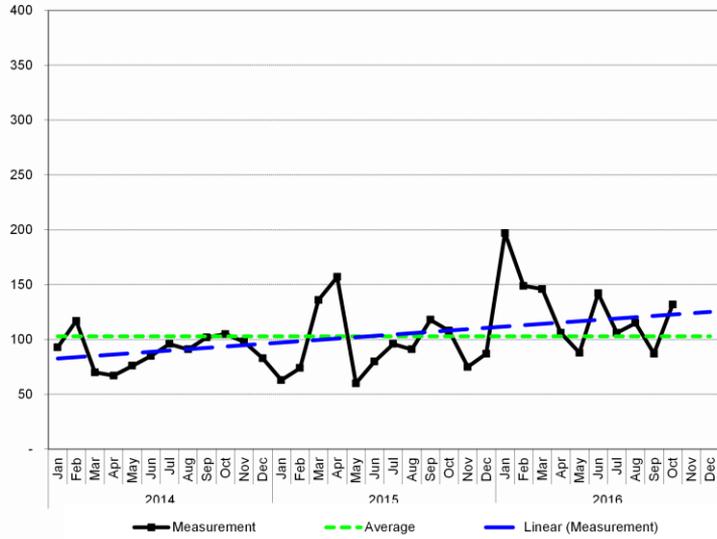
The Service Request Contact Center takes pressure off the primary call center by handling some request types related to repairs.

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Total service requests about low water pressure

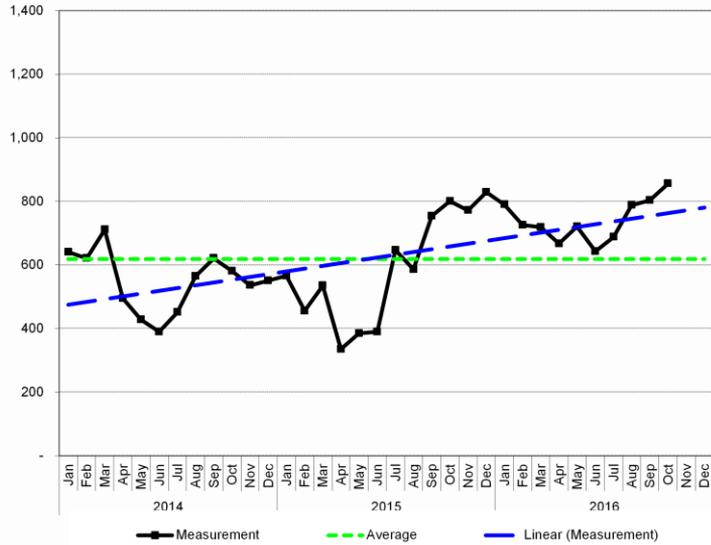


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Total service requests for water system leaks

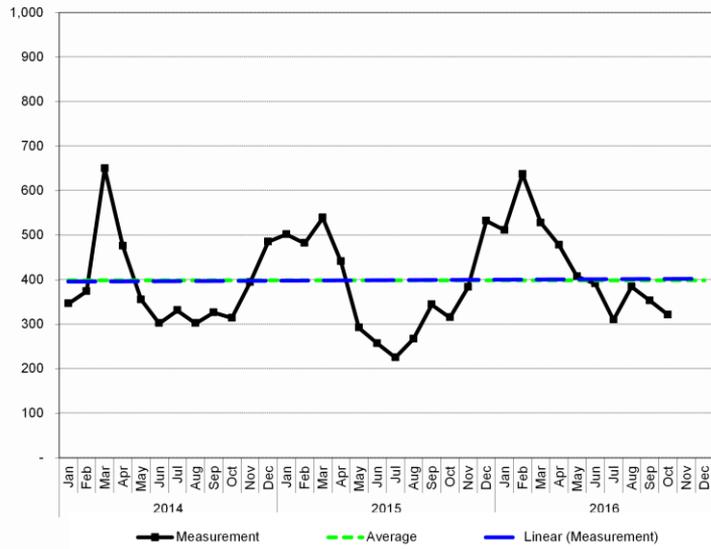


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Total service requests for sewer system leaks

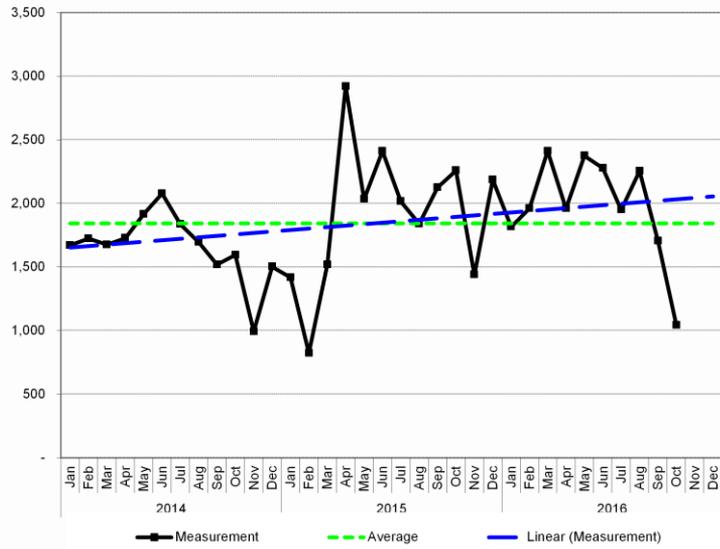


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Total accounts turned off for non-payment



PARKS AND PARKWAYS



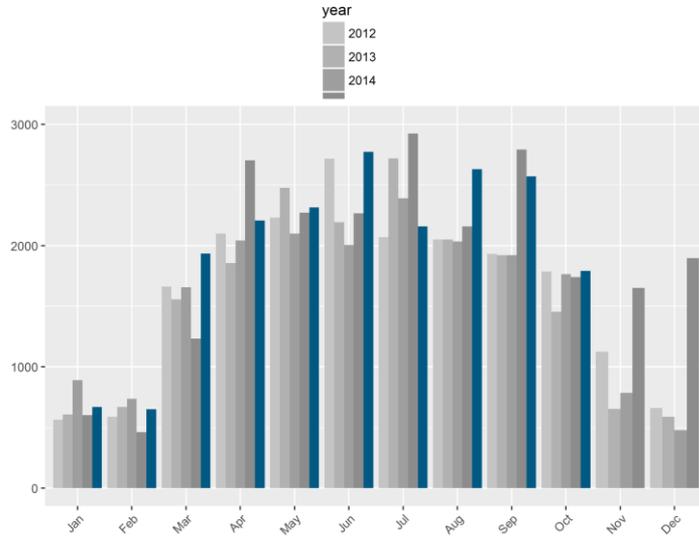
Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

Related Strategy:
Protect and preserve parks and
other green spaces

Notes:
This is a seasonal measure, as
peak mowing season begins in
the summer.

Mowing was on pace with or ahead of prior-year figures for October



Responsible Organization:
Department of Parks and
Parkways

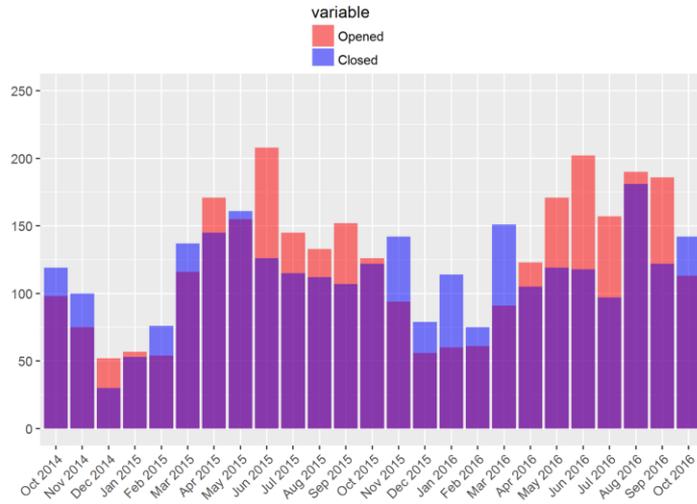
Data Source:
Department of Parks and
Parkways

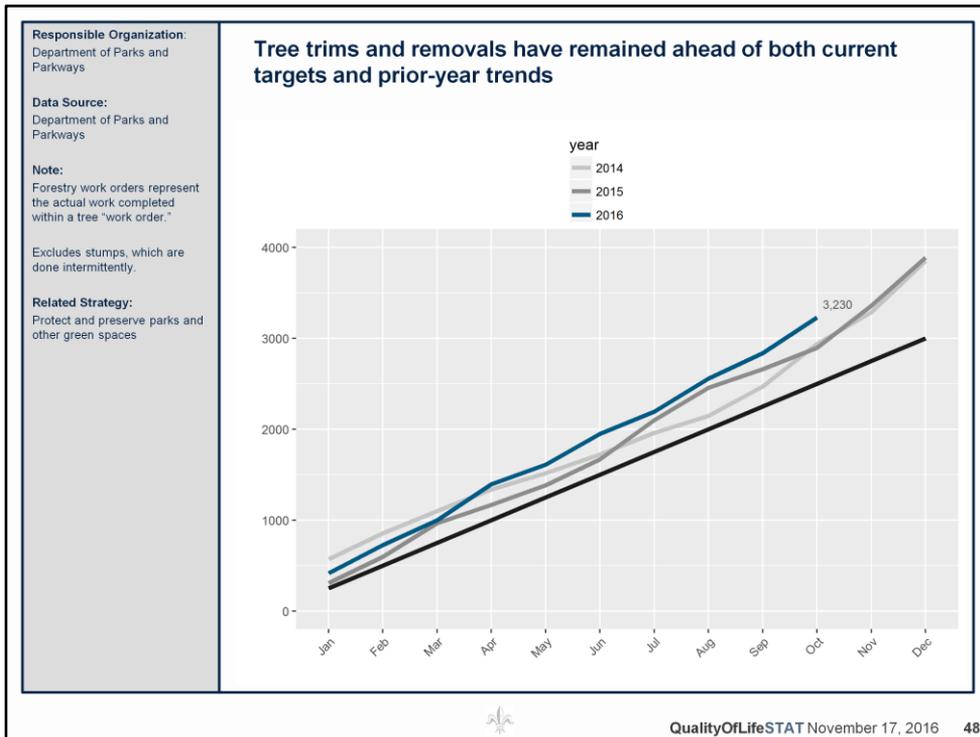
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

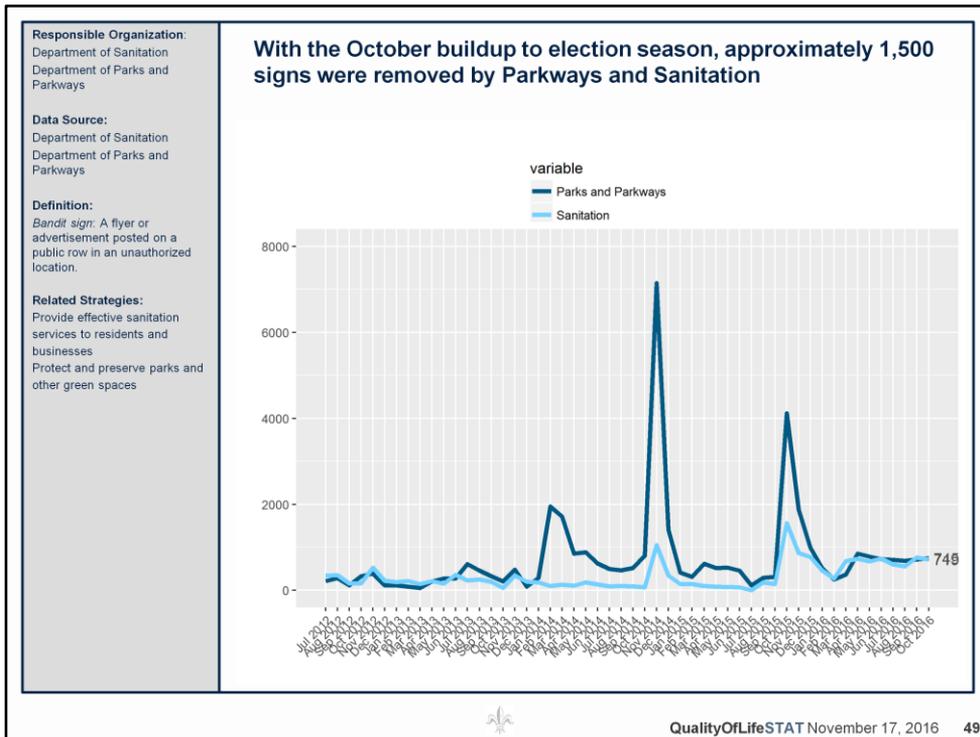
Related Strategy:
Protect and preserve parks and
other green spaces

Parkways resolved more tree requests than were initiated for the first time since March





Department obtained new bucket trucks around mid-year.



Parkways and Sanitation have been working with the Office of Intergovernmental Relations to remind candidates about sign policies.

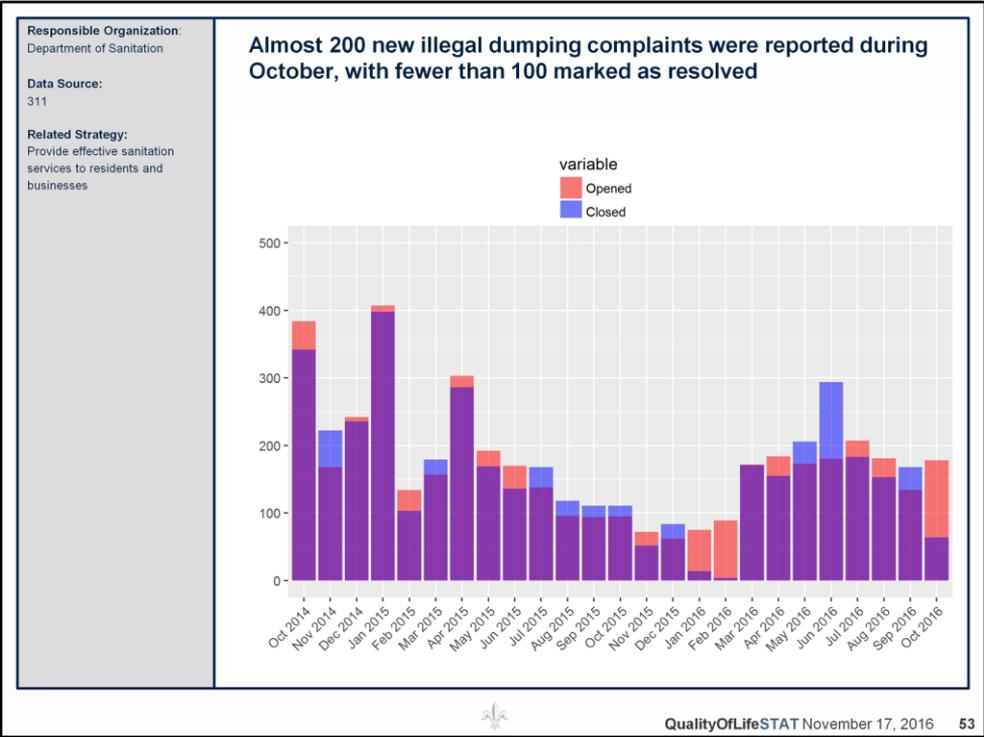
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	19,699	15,833	19,000
Tree trims and removals	3,230	2,500	3,000



SANITATION





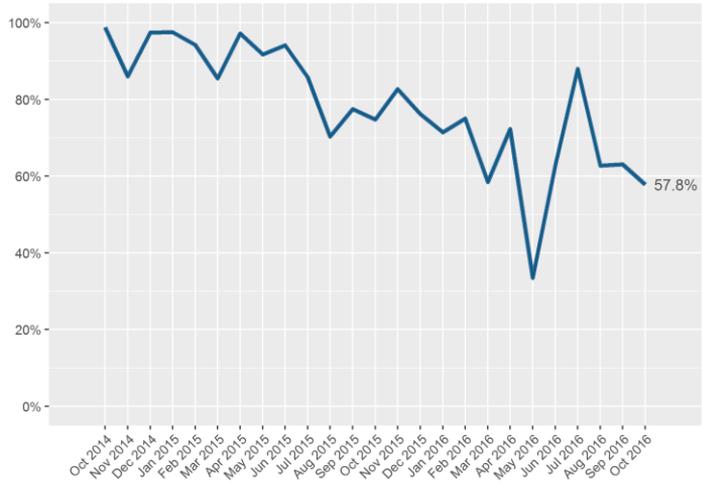
Front-end loaders are now going out three days per week to address illegal dumping activities.

Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The portion of illegal dumping requests closed within 30 days fell slightly from September to October

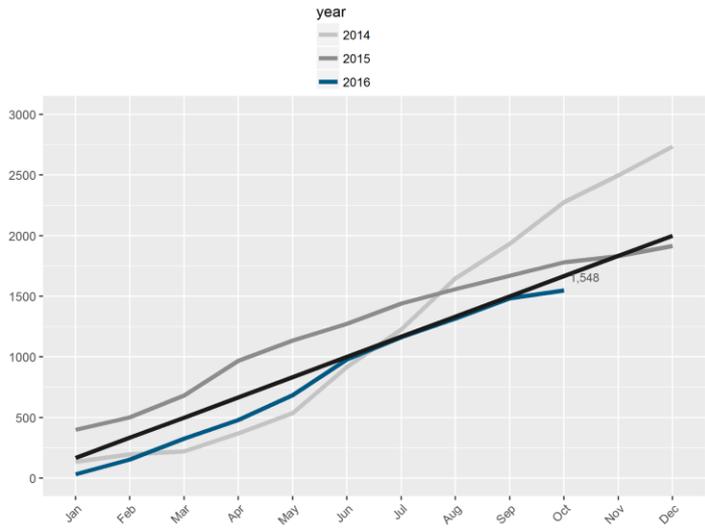


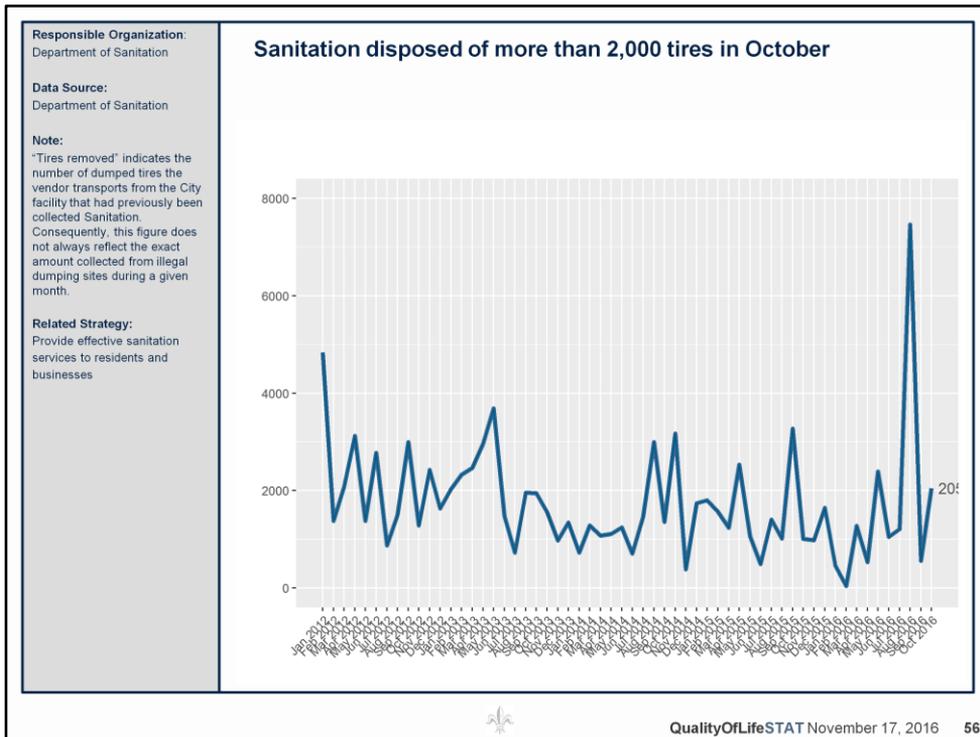
Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The number of dump sites cleared remains just below target for 2016





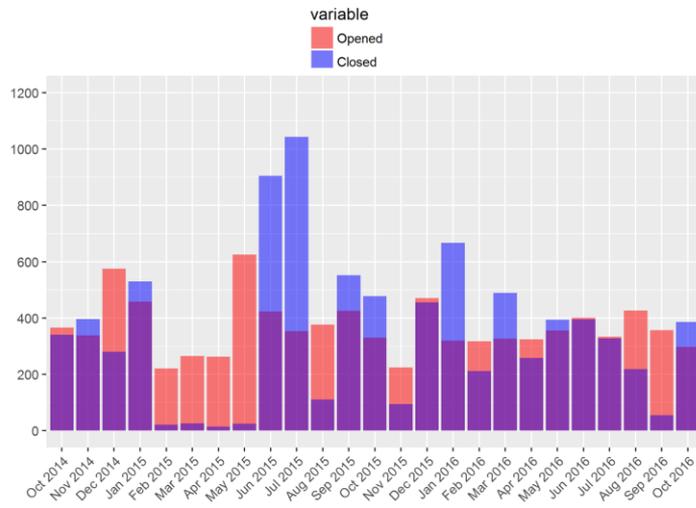
Sanitation continues to notify Louisiana Department of Environmental Quality about tire dumping locations. A joint strategy is also being developed with the Code Enforcement and Hearings Bureau.

Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Cart deliveries exceeded new requests during October



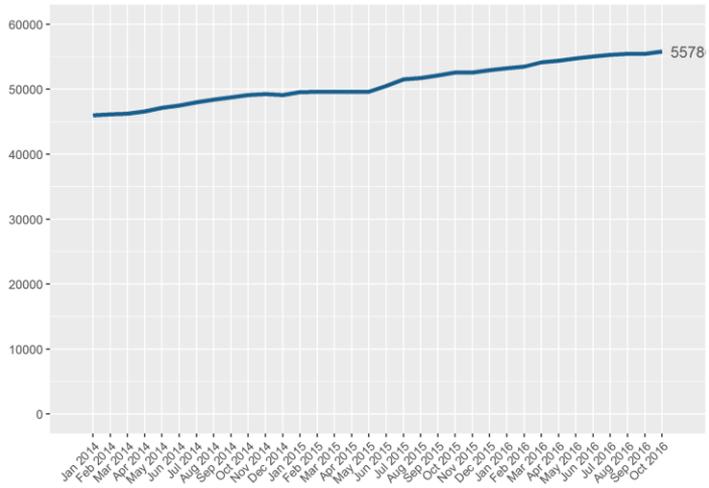
Responsible Organization:
Department of Sanitation
vendors

Data Source:
Sanitation Department

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Definitions:
Household: Every household in
New Orleans Parish receiving
sanitation service. Current
estimate is 134,891.
*Households Registered for
Recycling:* Every household
that is not only registered for
recycling, but has received a
recycling cart.

Recycling cart deliveries to date have surpassed 55,000



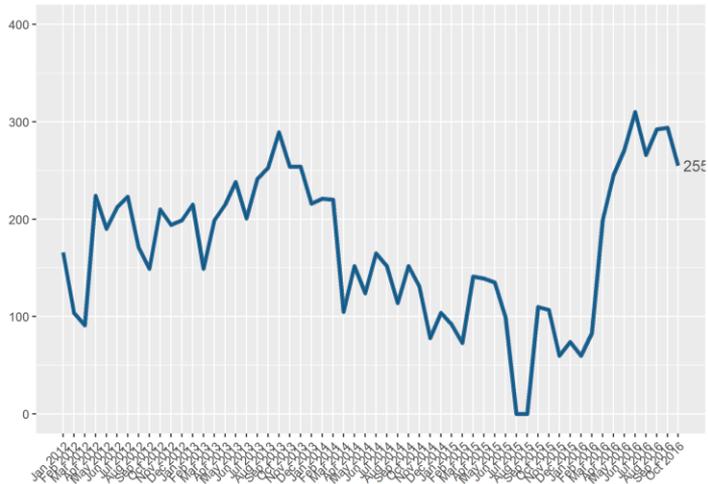
Responsible Organization:
Department of Sanitation
New Orleans Police Department

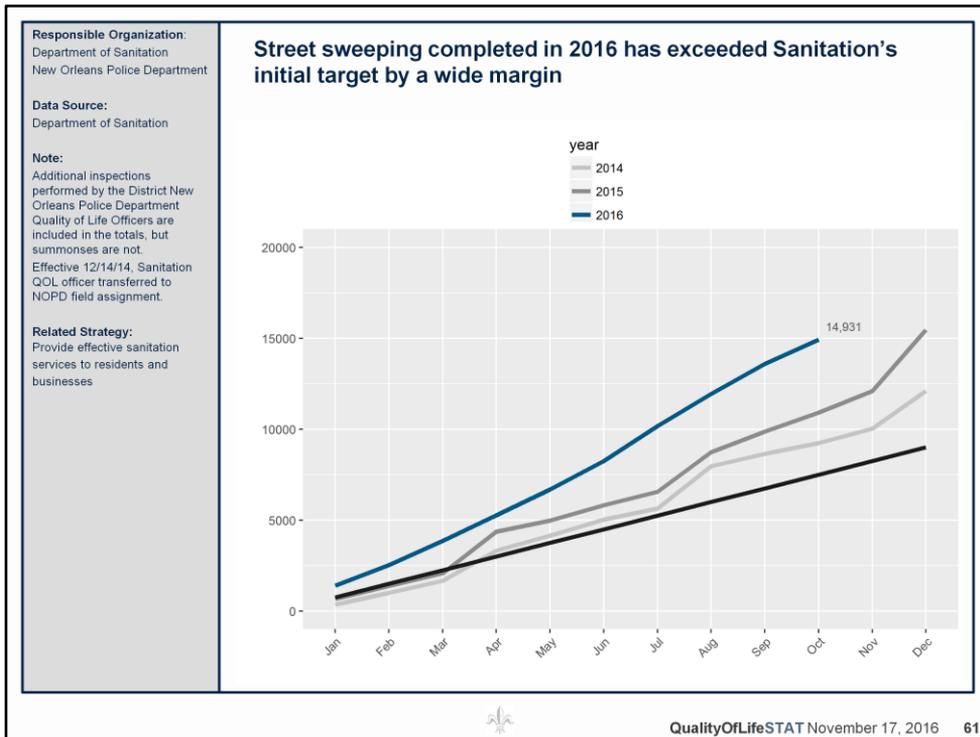
Data Source:
Department of Sanitation

Note:
Additional inspections performed by the District New Orleans Police Department Quality of Life Officers are included in the totals, but summonses are not.
Effective 12/14/14, Sanitation QOL officer transferred to NOPD field assignment.

Related Strategy:
Provide effective sanitation services to residents and businesses

Sanitation rangers completed 255 inspections during October





Generally includes only major thoroughfares, as mechanical street sweepers are unable to operate on small neighborhood streets for a variety of reasons.

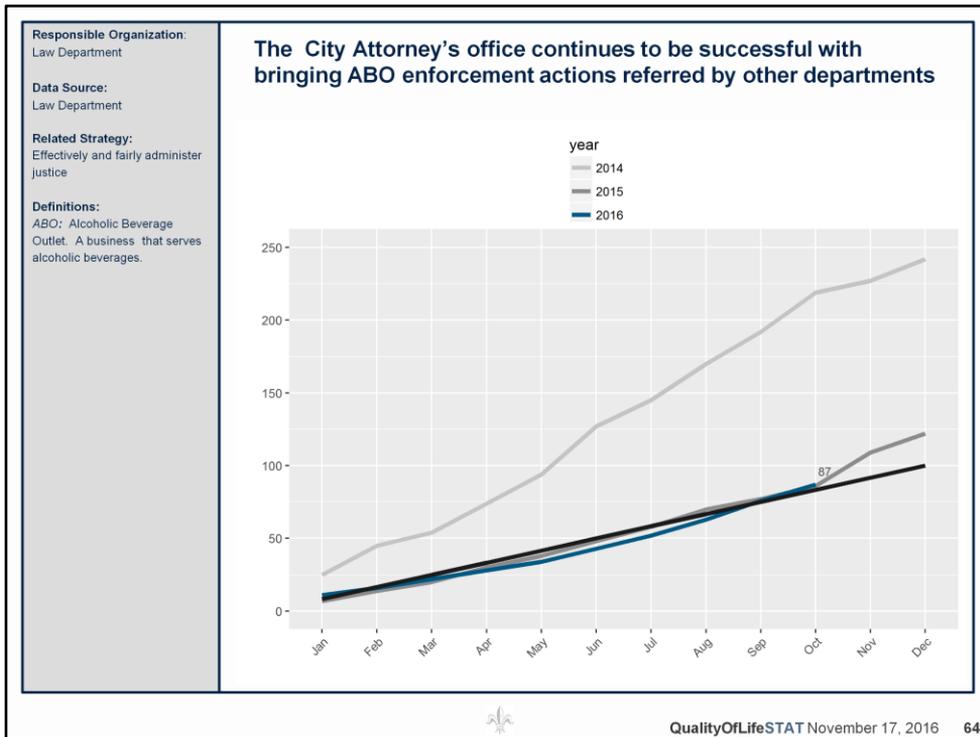
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	1,548	1,667	2,000
Illegal dumping service requests closed within 30 days (%)	62.3	80	80
Households registered for recycling (%)	40.8	42	42



LAW





Current-year figure includes both convenience stores and bars.

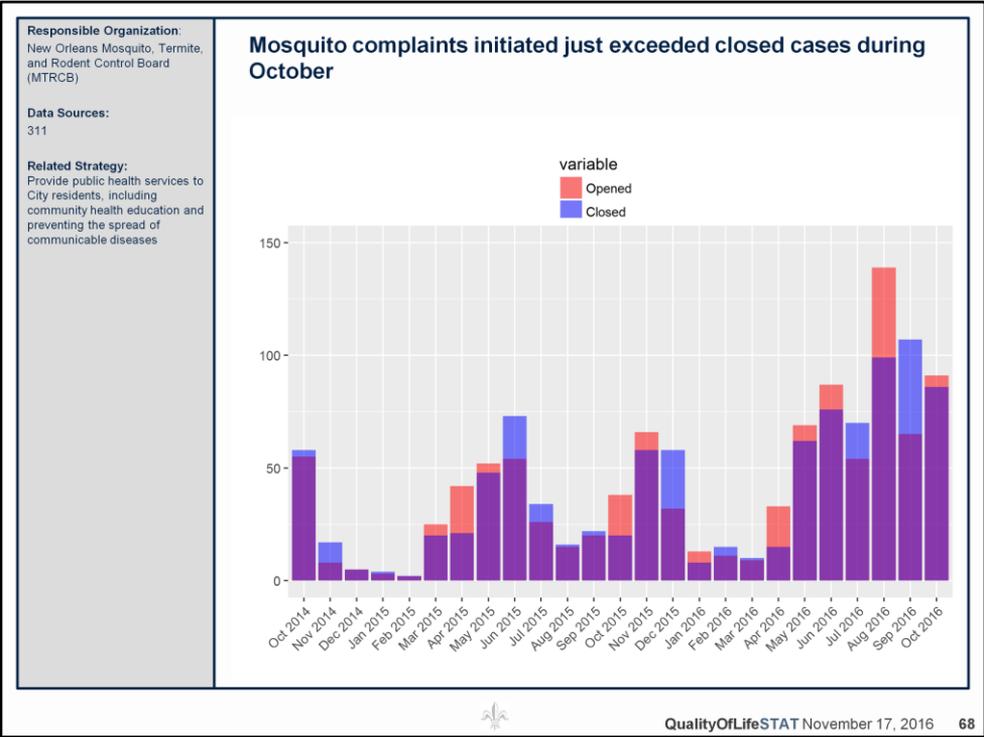
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	87	83	100

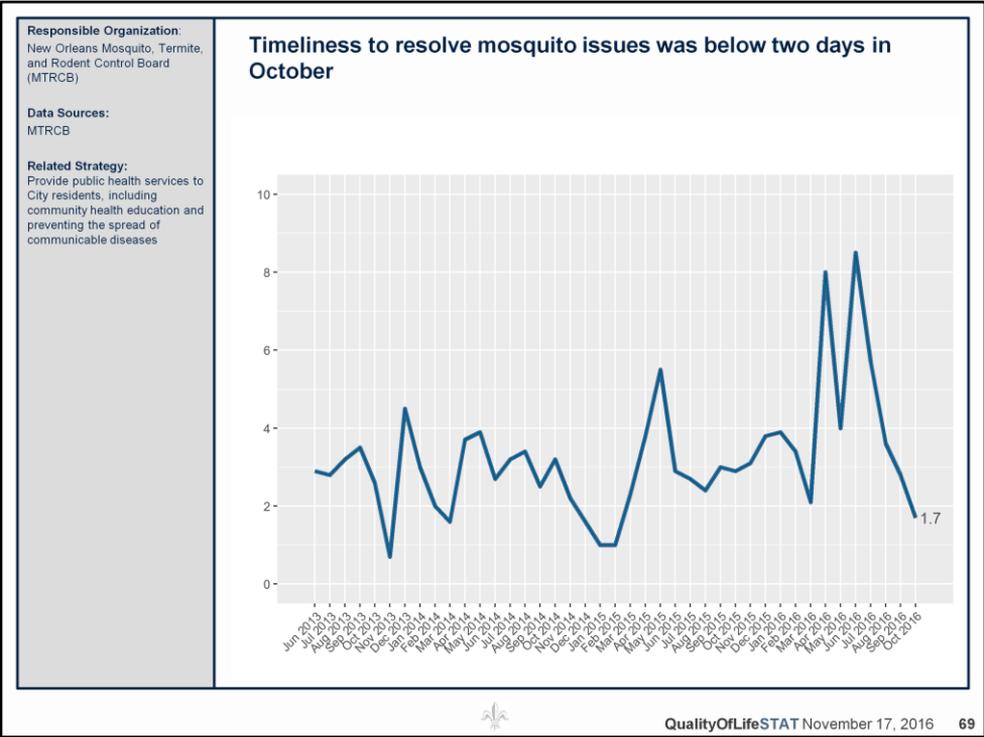


MOSQUITO AND TERMITE CONTROL





MTRCB has carried out significant hiring in 2016, including five new inspectors.



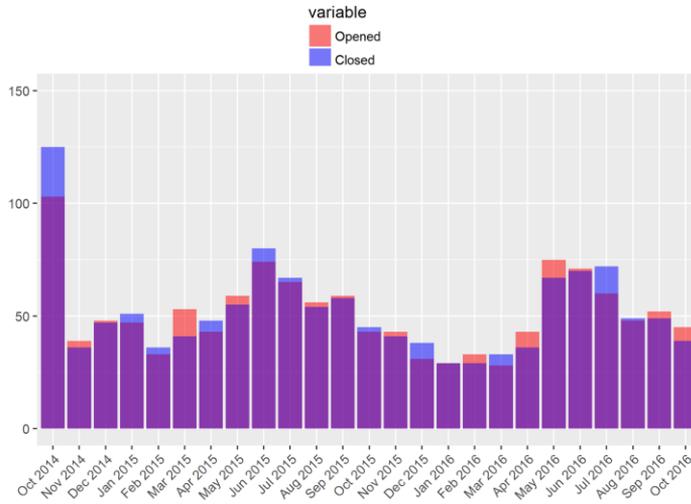
Requests came primarily from one neighborhood.

Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

Related Strategy:
Provide public health services to
City residents, including
community health education and
preventing the spread of
communicable diseases

Resolution of rodent complaints has generally kept pace with new incoming requests over the past two years

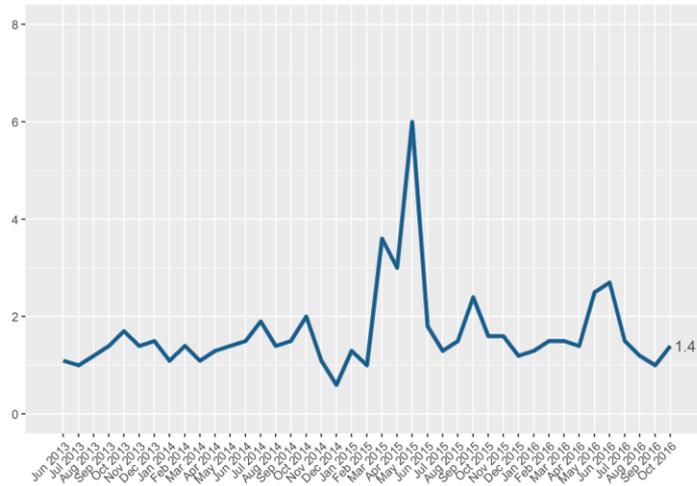


Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

Related Strategy:
Provide public health services to
City residents, including
community health education and
preventing the spread of
communicable diseases

Time to close rodent complaints has remained below two days for most of 2016



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Business days to complete mosquito service requests	4.4	3	3
Business days to complete rodent service requests	1.6	3	3



SAFETY AND PERMITS



Responsible Organization:
Safety and Permits

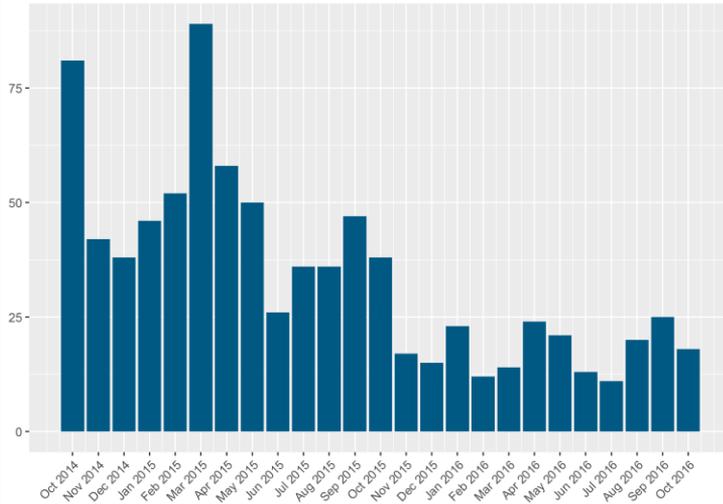
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

New complaints recorded as building code violations have trended below 25 per month

Building Code: Violation cases filed by month



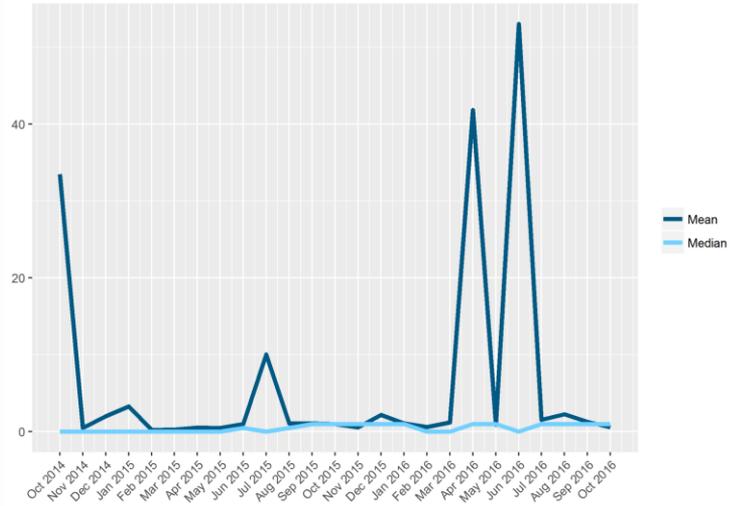
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Inspection times for building code violations have returned to within control limits after addressing longstanding open cases

Building Code: Days to initial inspection



Responsible Organization:
Safety and Permits

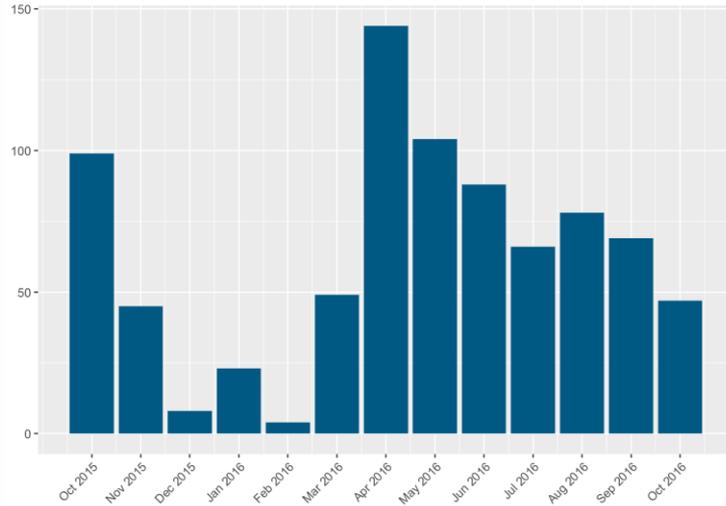
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Volume of new construction dumpster complaints reported separately has been declining since April

Construction Dumpster: Violation cases filed by month



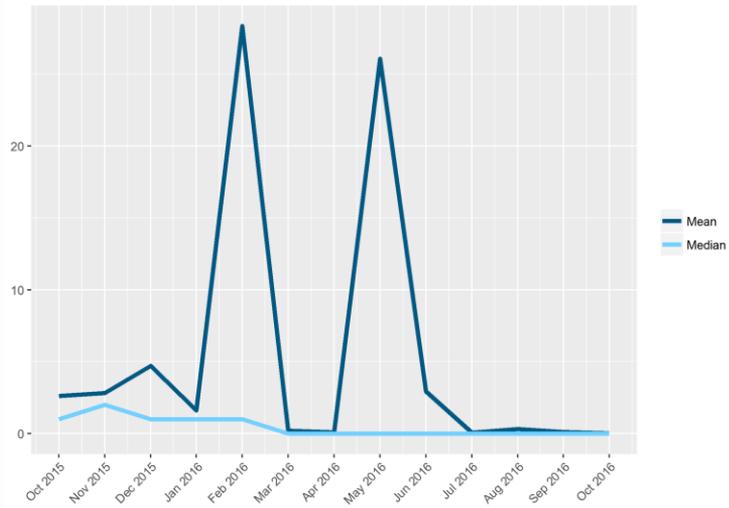
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Construction dumpster complaints have generally been inspected within one day of filing

Construction Dumpster: Days to initial inspection



Responsible Organization:
Safety and Permits

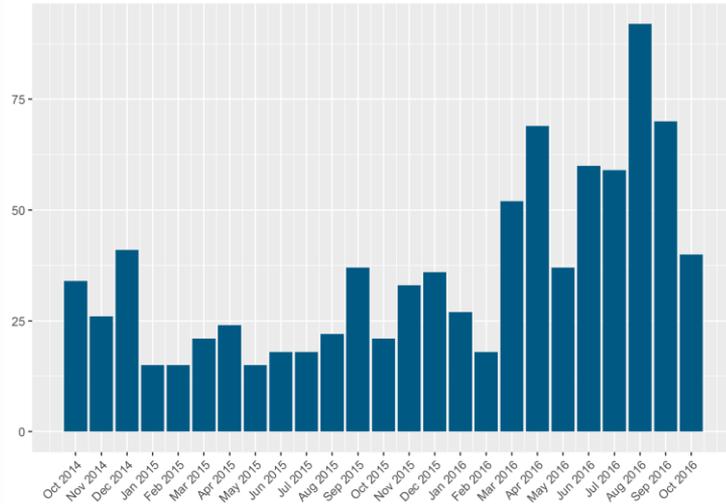
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Permit violations reported in LAMA continue to decrease after reaching a two-year high in August

Working Without Permit: Violation cases filed by month



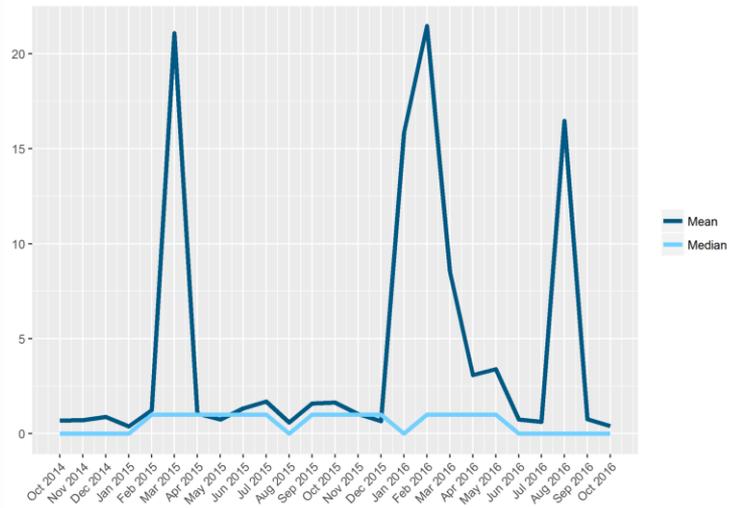
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Mean time to inspect no-permit complaints was below two days in October

Working Without Permit: Days to initial inspection



Responsible Organization:
Safety and Permits

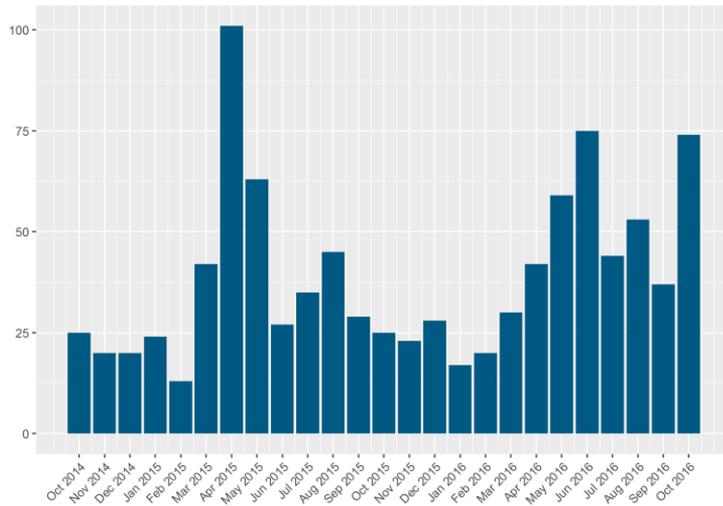
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Almost 75 general zoning violation complaints were reported during October

Zoning General: Violation cases filed by month



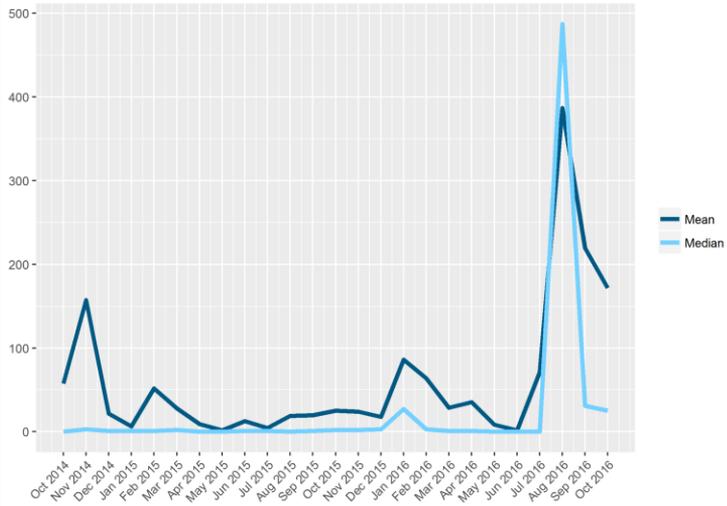
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Time for inspecting zoning issues continues to be distorted by cleanup of cases that had been open for 100+ days

Zoning General: Days to initial inspection



Responsible Organization: Safety and Permits

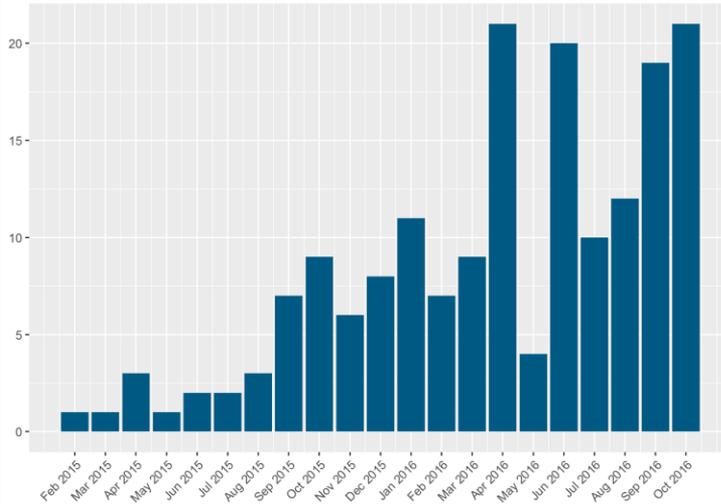
Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Number of cases filed in prior months has been revised to include cases without a complete initial inspections. These cases had been excluded from prior-month figures.

More than 20 illegal use complaints were reported through LAMA in October

Illegal Use: Violation cases filed by month



Responsible Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Mean time to inspect complaints about illegal use was less than seven days in October

Illegal Use: Days to initial inspection

